

Claims

1. A method of guiding a conversation taking place between a client and an agent through a communication system, such method comprising:
 - detecting an information content of the conversation;
 - determining a goal of the client from the detected information content; and
 - suggesting a subject matter to the agent to guide the conversation towards the goal of the client.
2. The method of guiding a conversation as in claim 1 further comprising determining an identity of the client from the detected information content.
3. The method of guiding a conversation as in claim 2 further comprising retrieving contact information based upon the determined identity of the client.
4. The method of guiding a conversation as in claim 3 further comprising defining the retrieved information as personal information about the client.
5. The method of guiding a conversation as in claim 1 wherein the step of detecting the information content further comprises recognizing a voice content of a conversation between the client and the agent.
6. The method of guiding a conversation as in claim 1 wherein the step of detecting an information content of the conversation further comprises performing stress analysis on a voice of the client.

7. The method of guiding a conversation as in claim 6 wherein the step of performing stress analysis further comprises measuring a voice pitch of the voice of the client.
8. The method of guiding a conversation as in claim 6 wherein the step of performing stress analysis further comprises measuring a word rate of the voice of the client.
9. The method of guiding a conversation as in claim 1 wherein the step of suggesting a conversation topic further comprises displaying a text message on a terminal used by the agent.
10. The method of guiding a conversation as in claim 1 wherein the step of suggesting a conversation topic further comprises providing an audible message through an earphone of the agent heard only by the agent.
11. An apparatus for guiding a conversation taking place between a client and an agent through a communication system, such apparatus comprising:
- means for detecting an information content of the conversation;
 - means for determining a goal of the client from the detected information content; and
 - means for suggesting a subject matter to the agent to guide the conversation towards the goal of the client.
12. The apparatus for guiding a conversation as in claim 11 further comprising means for determining an identity of the client from the detected information content.

13. The apparatus for guiding a conversation as in claim 12 further comprising means for retrieving contact information based upon the determined identity of the client.

14. The apparatus for guiding a conversation as in claim 13 further comprising means for defining the retrieved information as personal information about the client.

15. The apparatus for guiding a conversation as in claim 11 wherein the means for detecting the information content further comprises means for recognizing a voice content of a conversation between the client and the agent.

16. The apparatus for guiding a conversation as in claim 11 wherein the means for detecting an information content of the conversation further comprises means for performing stress analysis on a voice of the client.

17. The apparatus for guiding a conversation as in claim 16 wherein the means for performing stress analysis further comprises means for measuring a voice pitch of the voice of the client.

18. The apparatus for guiding a conversation as in claim 16 wherein the means for performing stress analysis further comprises means for measuring a word rate of the voice of the client.

19. The apparatus for guiding a conversation as in claim 11 wherein the means for suggesting a conversation topic

further comprises means for displaying a text message on a terminal used by the agent.

20. The apparatus for guiding a conversation as in claim 11 wherein the means for suggesting a conversation topic further comprises means for providing an audible message through an earphone of the agent heard only by the agent.

21. An apparatus for guiding a conversation taking place between a client and an agent through a communication system, such apparatus comprising:

- a voice recognition application adapted to detect an information content of the conversation;

- a content analysis application adapted to determine a goal of the client from the detected information content;
- and

- a prompter adapted to suggest a subject matter to the agent to guide the conversation towards the goal of the client.

22. The apparatus for guiding a conversation as in claim 21 further comprising a database of customer records adapted to determining an identity of the client from the detected information content.

23. The apparatus for guiding a conversation as in claim 21 wherein the voice recognition application further comprises a voice analyzer adapted to perform stress analysis on a voice of the client.

24. The apparatus for guiding a conversation as in claim 21 wherein the prompter further comprises a terminal adapted to display a text message to the agent.

25. The apparatus for guiding a conversation as in claim 21 wherein the prompter further comprises an earphone adapted to provide an audible message heard only by the agent.